

**IN THE CLAIMS:**

Please amend the claims as presented below:

1. (Currently Amended) A method of managing consumer complaints comprising:  
receiving a complaint from a consumer in an electronic format regarding a merchant;  
forwarding the complaint to the merchant for a merchant's response;  
displaying the complaint and ~~any~~ a merchant's response on an Internet site ~~for a plurality of users to opine as to the righteousness of the consumer and the merchant;~~  
receiving from third parties a plurality of ratings indicating said third parties' opinions of righteousness of said consumer and/or said merchant ~~from users other than said consumer or said merchant~~ in an electronic format, ~~thereby defining a submitted opinion of righteousness for each user's opinion received;~~ and  
displaying ~~the users' opinions of righteousness on an Internet site as an averaged numerical representation~~ of the ratings.
2. (Currently Amended) The method as claimed in claim 1 further comprising determining the identification of each ~~user~~ third party that submits an opinion of righteousness.
3. (Original) The method as claimed in claim 2 further comprising determining the identification of the consumer.
4. (Original) The method as claimed in claim 3 further comprising determining the identification of the merchant.
5. (Currently Amended) The method as claimed in claim 4 further comprising comparing the identification of the consumer to the identification of each of said third parties ~~user that submits an opinion of righteousness.~~
6. (Currently Amended) The method as claimed in claim 5 further comprising

comparing the identification of the merchant to the identification of each of said third parties ~~user that submits an opinion of righteousness.~~

7. (Currently Amended) The method as claimed in claim 6 wherein the step of displaying ~~the users' opinions of righteousness~~ as an averaged numerical representation further comprises excluding ratings received from said consumer and said merchant ~~includes considering opinions of users other than the consumer or merchant.~~

8. (Currently Amended) The method as claimed in claim 4 wherein the step of determining the identification of each of said third parties ~~user that submits an assessment of righteousness~~ includes determining the respective third party's ~~user's~~ Internet Protocol address of a computer used by the third party ~~user~~.

9. (Currently Amended) The method as claimed in claim 8 further comprising comparing the third party's ~~user's~~ Internet Protocol address to an Internet Protocol address assigned to the merchant.

10. (Currently Amended) The method as claimed in claim 8 further comprising comparing the third party's ~~user's~~ Internet Protocol address to an Internet Protocol address assigned to the consumer.

11. (Currently Amended) The method as claimed in claim 1 wherein the third party ratings ~~users' opinions of righteousness~~ include ~~an analysis~~ a rating of the credibility of the merchant and the consumer.

12. (Currently Amended) The method as claimed in claim 1 wherein the third party ratings ~~users' opinions of righteousness~~ include a rating ~~an analysis~~ of the third party's ~~user's~~ prior interactions with the merchant.

13. (Currently Amended) The method as claimed in claim 1 wherein the step of

receiving a plurality of ratings ~~users' opinions of righteousness, thereby defining a submitted opinion of righteousness for each user's opinion received~~ includes receiving a scaled numerical representation from the user.

14. (Currently Amended) A method for managing Internet consumer complaints comprising:

receiving a complaint from an Internet consumer in electronic format regarding the Internet consumer's interaction with an Internet merchant;

forwarding the complaint to the Internet merchant for an Internet merchant's response;  
receiving an ~~any~~ Internet merchant's response;

displaying the complaint and the ~~any~~ Internet merchant's response on a publicly accessible Internet site for a plurality of Internet users' opinions of righteousness, said users being other than said consumer or said merchant;

receiving at least one of the Internet users' opinions of righteousness in electronic format;  
and

displaying the Internet users' opinions of righteousness on the Internet site as a numerical representation.

15. (Original) The method as claimed in claim 14 further comprising verifying the origination of each Internet user's opinion of righteous.

16. (Original) The method as claimed in claim 15 further comprising displaying the opinions of users other than the consumer or merchant.

17. (Original) The method as claimed in claim 15 wherein the step of verifying the origination of each Internet user's opinion of righteous includes determining the Internet user's Internet Protocol address of a computer used by the Internet user.

18. (Original) The method as claimed in claim 16 further comprising comparing the Internet user's Internet Protocol address to an Internet Protocol address assigned to the Internet

merchant when the Internet merchant's response was received.

19. (Original) The method as claimed in claim 17 further comprising comparing the Internet user's Internet Protocol address to an Internet Protocol address assigned to the Internet consumer when the complaint was received.

20. (Original) The method as claimed in claim 14 wherein the Internet users' opinions of righteousness includes an analysis of the credibility of the Internet merchant and the Internet consumer.

21. (Original) The method as claimed in claim 14 wherein the Internet users' opinions of righteousness includes an analysis of the Internet user's prior interaction with the Internet merchant.

22. (Original) The method as claimed in claim 14 wherein the step of forwarding the complaint to the Internet merchant for the Internet merchant's response includes automatically forwarding the complaint to the Internet merchant.

23. (Previously Presented) A system for managing Internet consumer complaints comprising:

- a central server for receiving an Internet consumer's complaint regarding the Internet consumer's interaction with an Internet merchant;

- a means for forwarding the complaint in electronic format to the Internet merchant for any Internet merchant's response;

- an Internet web site for displaying the complaint and any Internet merchant's response for Internet users other than said consumer or said merchant to opine as to the righteousness of the Internet consumer and the Internet merchant; and

- a means for providing a numerical representation of the Internet users' opinions of righteousness and displaying it on the Internet web site.

24. (Previously presented) A method of managing Internet consumer complaints comprising:

providing a central computer server for receiving a complaint from an Internet consumer in electronic format regarding the Internet consumer's interaction with an Internet merchant;

providing a means for forwarding the complaint to the Internet merchant for an Internet merchant's response;

providing an Internet web site for displaying the complaint and any Internet merchant's response on a publicly accessible Internet site for receiving opinions of righteousness, from Internet users other than said consumer or said merchant; and

providing a numerical representation of the Internet users' assessments of righteousness on the Internet web site.